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# **OUR MISSION, VISION & VALUES**

#### **MISSION**

Seattle City Light provides our customers with affordable, reliable and environmentally responsible energy services.

# **VISION**

Create a shared energy future by partnering with our customers to meet their energy needs in whatever way they choose.

## **VALUES**

#### **Customers First**

We believe customer service is everyone's job. We pledge to be approachable, respectful and responsive in providing products and services that our customers want and need.

# **Environmental Stewardship**

We care about the environment and we are dedicated to enhancing, protecting and preserving it for future generations.

#### **Equitable Community Connections**

We are proud to be a local, community-owned utility. We are visible and actively involved in



the communities we serve. We are rooted in our commitment to racial diversity, social justice and the equitable provision of services to all.

# **Operational and Financial Excellence**

We strive for excellence, are forward-focused, and seek new and innovative solutions to meet the challenges of today and tomorrow. We prioritize our investments and operating choices to build upon our strong financial foundation and solid, reliable infrastructure.

# Safe and Engaged Employees

We actively practice our commitment to employee and public safety. We treat each other with kindness and respect, are personally accountable, and work effectively in teams.

# GENERAL INFORMATION

The most current data available for the year ended December 31, 2020.

Seattle City Light, a department of the City of Seattle, is one of the nation's largest publicly owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

Service Area Population	955,116
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,793
Major Substations	16
Unit Substations	1
Commercial and Industrial Power Transfor	mers 56
Distribution Circuit Miles	2,340
Network Distribution Circuit Miles*	267
Meters	482,608

<sup>\*</sup>Includes the downtown business district, First Hill and the University District.

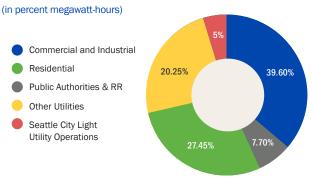
# **CUSTOMER STATISTICS**

The most current data available for the year ended December 31, 2020.

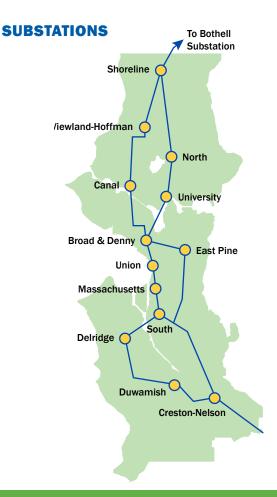
	Average Number of Customers	Megawatt-Hours*
Residential	426,359	3,192,877
Commercial and Industrial	51,219	5,446,010
Total	447,578	8,638,887

<sup>\*</sup>Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

### **2020 USES OF POWER**

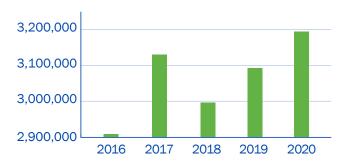






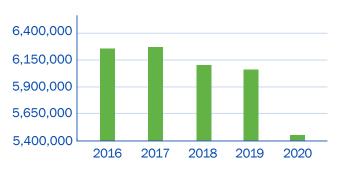
#### RESIDENTIAL CONSUMPTION

(megawatt-hours)



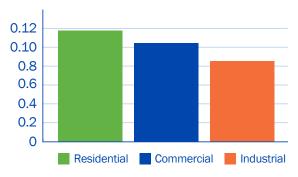
# **NON-RESIDENTIAL CONSUMPTION**

(megawatt-hours)



#### **AVERAGE RATES FOR CUSTOMER CLASS**

(per kilowatt-hour in cents\*)



\*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy. Non-residential unbilled consumption is allocated pro-rata with billed consumption 13.55% to industrial and 86.45% to commercial.

NOTE 1: A comprehensive rate change of 5.5% became effective January 1, 2020. Rates are set by the Seattle City Council.

NOTE 2: As of November 2019, a Rate Stabilization Account (RSA) surcharge of 3% is in effect for all residential and non-residential rates schedules.

NOTE 3: A Bonneville Power Administration (BPA) passthrough adjustment of -1.9% is being applied to all retail energy charges beginning November 2019, and as a result, a 0.4% rate decrease effective November 1, 2019 was the net impact of the BPA passthrough and RSA surcharge.

NOTE 4: Industrial customers are identified by an annual consumption threshold of 5,000,000 kWh.

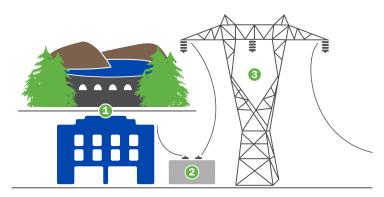
## **ENERGY RESOURCES**



- Owned Hydro
- Treaty Rights From British Columbia
- Long-Term Hydro Contracts
  Columbia Basin Hydropower (CBH)
- Other Long-Term Contracts



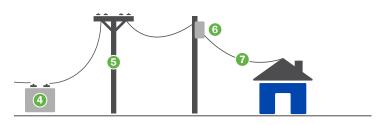
# HOW WE GENERATE AND DELIVER POWER TO OUR CUSTOMERS



- Power is generated from dam/powerhouse
- 2 Substation transformer steps up voltage for transmission
- 3 Transmission lines carry electricity long distances
- Meighborhood substation transformer steps down voltage

#### **DID YOU KNOW?**

About half of the hydroelectric power generated by City Light comes from Northeast Washington. Boundary Dam, located on the Pend Oreille River about one mile from the Canadian border, has been transmitting electricity to Seattle since 1967.



- 5 Distribution lines carry electricity to residents
- 6 Transformers on poles step down electricity before entering residence
- Service line for resident

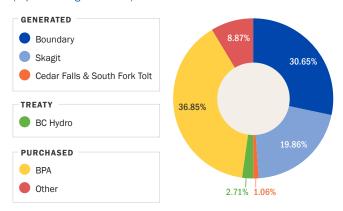


# **POWER SUPPLY OWNED BY CITY LIGHT**

City Light Plants	Locations	Date in Service	Capability (Megawatts)	% of Total
Boundary	Pend Oreille River	8/23/67	1,120.5	55.8
Ross	Skagit River	12/30/52	450.0	22.4
Gorge	Skagit River	9/27/24	207.5	10.3
Diablo	Skagit River	10/20/36	190.4	9.1
Cedar Falls	Cedar River	10/14/04	30.0	1.5
S. Fork Tolt	S. Fork Tolt River	11/20/95	16.8	0.8
Newhalem	Newhalem Creek	1921	2.0	0.1
Total System G	eneration Capability		2,014.1	100.0

#### **2020 SOURCES OF POWER**

(in percent megawatt-hours)



# **MEETING OUR CUSTOMERS' POWER NEEDS**

Seattle's city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle's power needs. We make up the difference by purchasing power from outside the region.

# **ENERGY EFFICIENCY PROGRAMS**

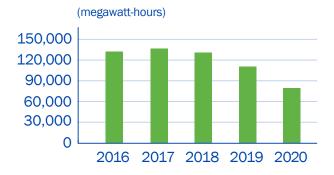
Seattle City Light has the longest continually running energy efficiency program in the country. Since its inception in 1977, energy efficiency measures supported by the utility have been installed in residential, commercial and industrial facilities throughout our service territory. As a result of this legacy and current programs, City Light's has conserved 1,650,164\* megawatt-hours. That is the equivalent annual electricity use of over 220,000 average Seattle homes.

## **COST SAVINGS**

In 2020, we supported our customers' projects with more than \$26.8 million in energy efficiency incentives. City Light's current suite of energy conservation programs has cumulatively saved customers \$196 million on their energy bills.

<sup>\*</sup>Updated through 2020

# ANNUAL ENERGY SAVINGS THROUGH CONSERVATION





# **CONTACTS & INFORMATION**

**Seattle City Light Administrative Office** Seattle City Light Visitor Center and Executive Offices 700 5th Avenue. Suite 3200 Seattle, WA 98104-5031

Mailing Address:

P.O. Box 34023 Seattle, WA 98124-4023

Customer Service (206) 684-3000, seattle.gov/city-light

North Service Center **South Service Center** 1300 N. 97th Street 3613 4th Avenue S. Seattle, WA 98103 Seattle, WA 98134 (206) 615-0600 (206) 386-4200

Utility Discount Program seattle.gov/udp

**Project Share** seattle.gov/city-light/donate

Outage Map seattle.gov/city-light/outages



Twitter.com/SEACityLight



Facebook.com/SeattleCityLight



Instagram.com/SeaCityLight



You Tube Youtube.com/SeattleCityLight

# **KEY PHONE NUMBERS**

<b>Outage Hotline</b> (206) 684-7400
Electrical Life-Support Equipment
<b>Program</b>
<b>Customer Service Center</b> (206) 684-3000
Out of area calls 800-862-1181 (Interpreters are available for customers who do not speak English.)
<b>TTY/Hearing Impaired</b> (206) 233-7241
After-Hours Electrical Emergency Line (206) 706-0051
Electrical Service and Streetlight Rentals
North of Denny Way (206) 615-0600
South of Denny Way (206) 386-4200
<b>Streetlight Problems</b> (206) 684-7056
Conservation Information (206) 684-3800
(Residential, Commercial and Industrial)
Tree Trimming/Vegetation Management (206) 386-1663
<b>Skagit Tours (skagittours.com)</b> (206) 684-3030
<b>General Manager's Office</b> (206) 684-3200
Media Line (206) 386-4233

# **PAYMENT LOCATIONS**

## ONLINE ACCOUNT MANAGEMENT

myutilities.seattle.gov

## **DOWNTOWN**

**Downtown Customer Service Center** 700 5th Ave., 4th Floor Lobby Monday–Friday, 8:30 a.m.-4 p.m.

**Seattle Municipal Tower Payment Drop Box** 700 5th Ave., 4th Floor Lobby

Note: Credit card payments are not accepted in payment drop boxes.

# **SEATTLE CITY LIGHT SERVICE CENTERS**

North Service Center 1300 N 97th St. Monday-Friday, 8:30 a.m.-4:30 p.m.

Payment drop boxes are located outside near the main entrances.

**South Service Center** 3613 4th Ave. S Monday–Friday, 8:30 a.m.–4:30 p.m.

Payment drop boxes are located outside near the main entrances.

# **CUSTOMER SERVICE CENTER LOCATIONS**

#### **Ballard**

5604 22nd Avenue NW Monday-Friday, 9 a.m.-5 p.m.

#### Central

464 12th Avenue, 1st Floor Monday–Friday, 9 a.m.–5 p.m. and Saturday, 10 a.m.–2 p.m.

# **Lake City**

12525 28th Avenue NE 2nd Floor (above library) Tuesday-Saturday, 9 a.m.-5 p.m.

#### Southeast

3815 S. Othello St., Suite 105 Monday–Saturday, 9 a.m.–5 p.m.

#### Southwest

2801 SW Thistle St. Monday-Friday, 9 a.m.-5 p.m.

# University

4534 University Way NE

Tuesday-Saturday, 9 a.m.-5 p.m.

